

FY 2005 Annual Report

Wilkes-Barre VA Medical Center



1111 East End Boulevard
Wilkes-Barre, PA 18711
Phone: (570) 824-3521
Toll Free: 1-877-928-2621
<http://www.va.gov/vamcwb/>





This year Veterans Health Administration is celebrating its 75th Anniversary, the *Diamond Jubilee!* For the past 75 years Veterans Health Administration has provided health services and benefits to American Veterans. The Wilkes-Barre VA Medical Center has provided high quality health care for 55 years to veterans in Northeast Pennsylvania.

Throughout the years, Wilkes-Barre VA Medical Center has undergone major changes to meet the continuing needs of veterans. The Wilkes-Barre VA Medical Center has moved to increase its emphasis to more outpatient care and less inpatient admissions, to more home health care and more telemedicine treatments opposed to longer hospitalized days. Patient safety is our top priority with a tremendous focus on customer service and patient satisfaction.

In this issue, you will discover several areas of focus for better health care to veterans. These include:

- ❖ **PERFORMANCE**
Education
- ❖ **ACCESS**
- ❖ **SATISFACTION**
Patient Satisfaction
Patient Safety
Accomplishments
- ❖ **FINANCIAL**
Medical Cost Recovery
Budget
Donations
- ❖ **COMMITMENT**
- ❖ **VOLUNTEERS**

2005 celebrates and recognizes 75 great years of VA service to veterans and 55 incredible years to veterans in this area. We are looking forward to many more years in serving our Nations hero's.

Sincerely,

Roland E. Moore

ROLAND E. MOORE
Director



C. Gene Molino
Associate Director



William K. Grossman, MD
Chief of Staff



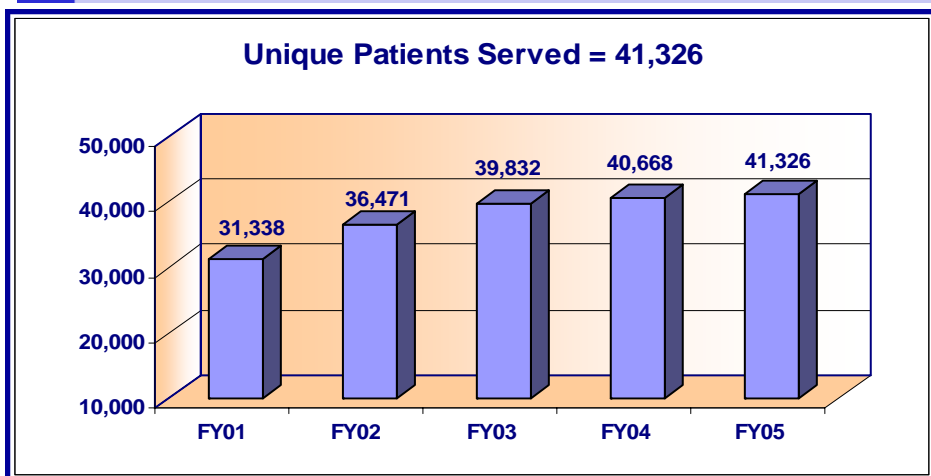
Linda Stout, RN
Nurse Executive

CLINICAL INTERVENTIONS

- ❖ Achieved maximum Quadrant I scores for 5 of 6 Clinical Interventions. The Mental Health Quadrant was suspended for FY05.
- ❖ Exceeded VISN and National average for all 3 Cancer Screening measures.
- ❖ Best in the VISN for 2 of 3 cancer measures.
- ❖ Best in VISN in 5 of 16 applicable Cardiovascular Measures.
- ❖ Best in VISN in 2 of the 11 Endocrine Measures and met or exceeded VISN and National Average in 2 of the 11 measures.
- ❖ C&P examination quality is above Exceptional target.
- ❖ Best in VISN for supporting indicator: Afghan/Iraq Post-Deployment Screen.
- ❖ Supporting indicator, RAI/MDS assessments met the exceptional target.

FUNCTION

- ❖ Achieved an exceptional score in Rehabilitation, initial Functional Independence Measure (FIMS).

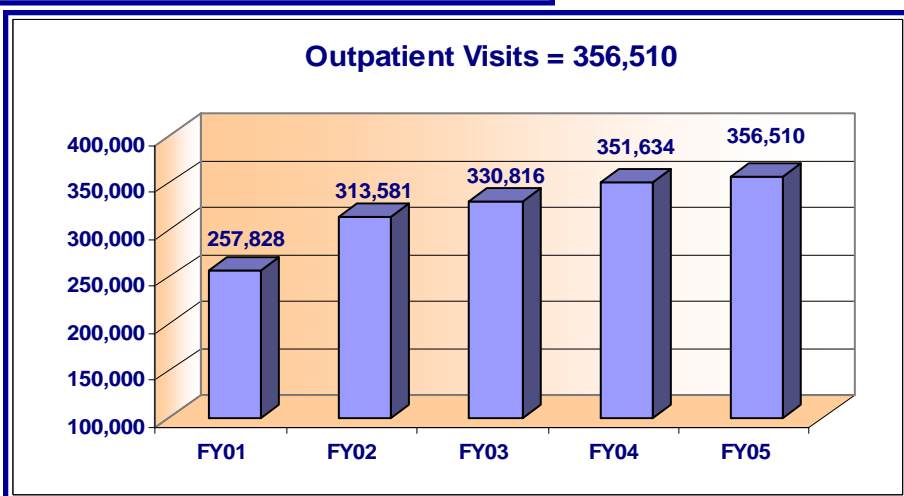


Number of patients served continues to increase!

Fiscal Year 2005 Average Daily Census

Medicine - 19.9
Intermediate - 4.0
Surgery - 4.1
Psychiatry - 25.18
Inpatient Total - 53.1

Nursing Home Care Unit
- 99.4



ACCESS

- ❖ Exceptional performance in 7 of 8 performance clinics for New Patient Wait Times, Next Available Appointment. Fully Successful/Exceptional performance in 7 of 8 performance clinics for Established Patient Wait Times, Next Available Appointment.
- ❖ Exceeded VISN 4 and National average in Next Available appointments for all 7 measured performance clinics for new patients.
- ❖ No patients on waiting list.
- ❖ Exceeded National Average for seen by Provider in 20 minutes or less.
- ❖ Performed at the exceptional level for 3 out of 4 homeless veteran mental health measures.

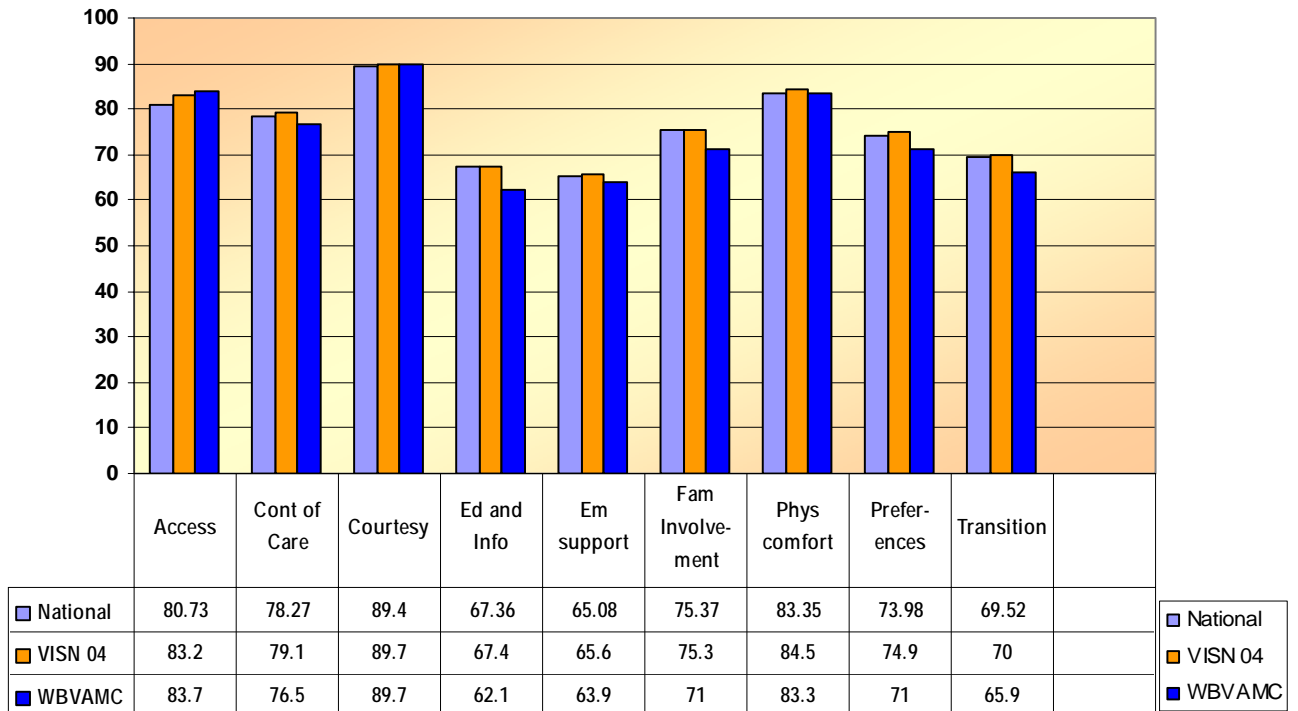
ALLENTOWN & NORTHAMPTON COUNTY COMMUNITY BASED OUTPATIENT CLINICS (CBOC'S) EXPAND CLINIC SPACE - An Open House was held at two of our Community Based Outpatient Clinics (CBOC's) in July to celebrate the expansion doubling the number of exam rooms at the Allentown Clinic, and expanding the amount of space available in the Northampton County.

DAV VOLUNTEER TRANSPORTATION NETWORK - The DAV Volunteer Transportation Network at the Medical Center increased pick up sites by three and the number of vans by three. The volunteer transportation network is now serving eight counties with ten vans. As a result, the medical center experienced approximately \$80,100 in cost avoidance for these three new transportation sites.

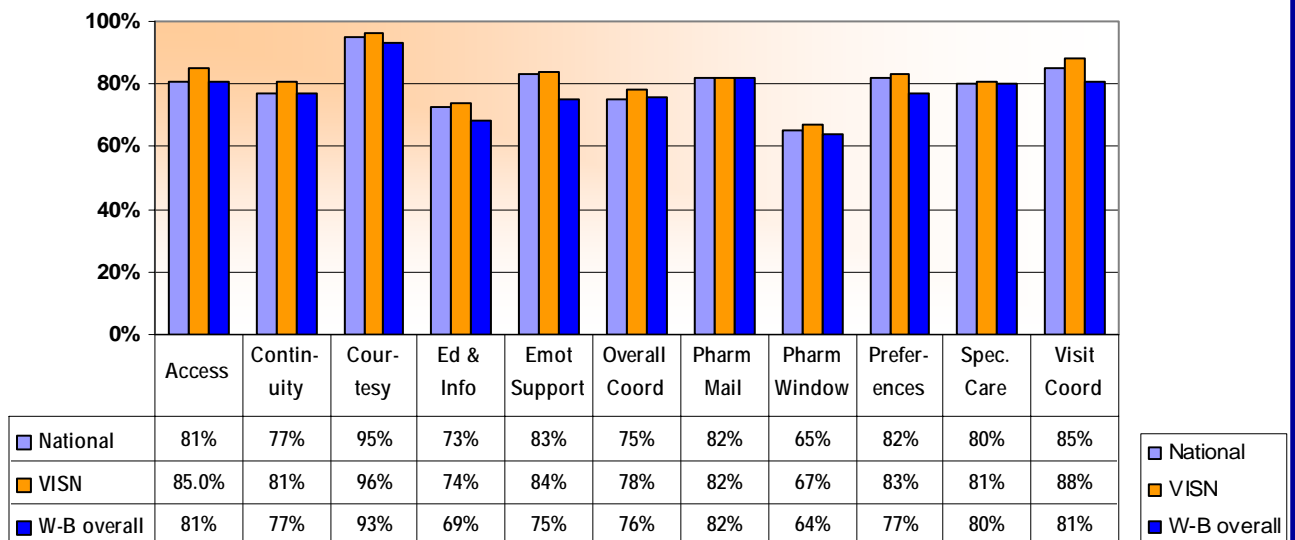
The number of volunteer drivers increased to 60 which resulted in an increase in number of days a van could travel to the Medical Center. The number of veterans being transported increased to 956. This generated a total cost avoidance of \$392,100 for the Medical Center for FY 05.

Clinic	Appts.	Average basic medical cost reimbursement is \$100/appt	Uniques
DAV STROUDS/BANGOR	248	\$24,800	86
DAV VAN ALLENTOWN	547	\$54,700	344
DAV BERWICK	6	\$ 600	2
DAV VAN CARBONDALE	313	\$31,300	44
DAV VAN HAZLETON	776	\$77,600	90
DAV VAN HONESDALE	190	\$19,000	38
DAV VAN TAMAQUA	194	\$19,400	25
DAV VAN WILKES BARRE	1036	\$103,600	126
DAV VAN WILLIAMSPORT	611	\$61,100	201
TOTAL:	3921	\$392,100	956

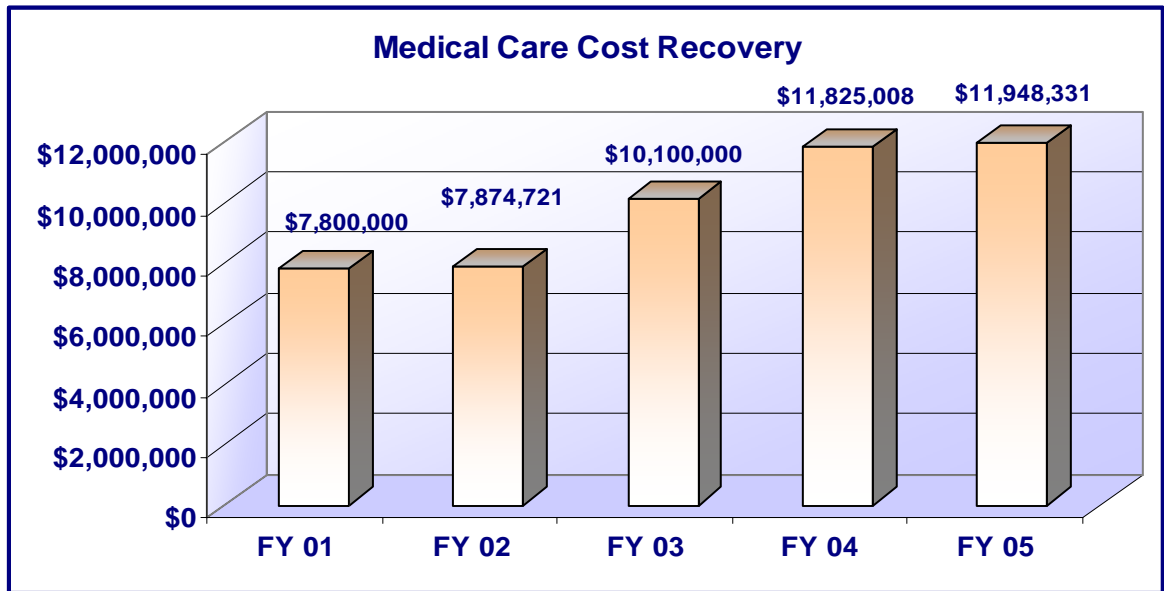
Survey of Healthcare Experiences of Patients(SHEP) All Bed Sections Inpatient Qtrs 3 & 4 FY 2005



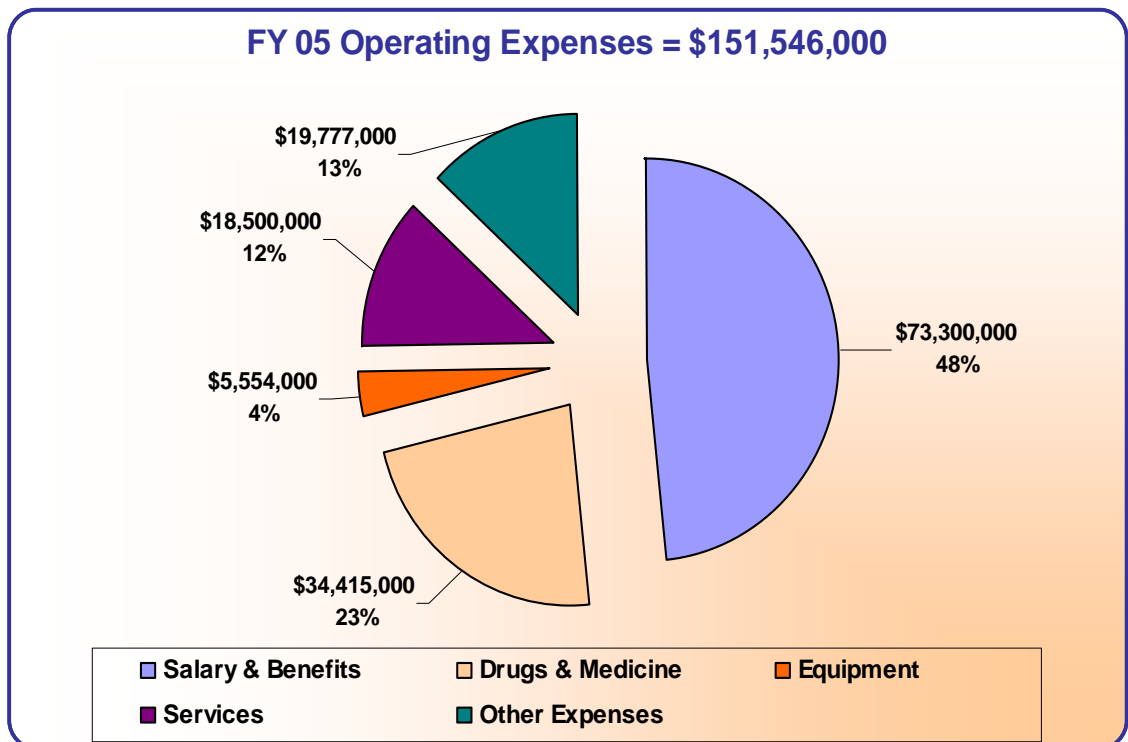
Survey of Healthcare Experiences Outpatient Qtr 4 FY 2005



First and third party collections continue to increase!



Nearly half of our expenses were related to employee salaries and benefits. Nearly one fourth were related to drugs and medicine.



Employees Answer the Call to Serve



EMPLOYEES RETURN FROM OIF/OEF - The Medical Center is very proud of our employees who served in Operations Iraqi Freedom and Enduring Freedom, and is especially thankful for their safe return. Each of their personal sacrifices and contributions to our country in this time of conflict are gratefully acknowledged. They unselfishly committed themselves to support our nation and protect our freedom. Their service in time of need is exemplary, and is a credit to them and the Department of Veterans Affairs.

WILKES-BARRE VAMC SUPPORTS HURRICANE RELIEF EFFORTS – Many employees volunteered to assist with the relief efforts, though not actually chosen to participate their willingness to offer help to fellow countrymen is not unnoticed.

Five Medical Center employees were deployed to assist in the Hurricane Katrina and Rita relief efforts. Bob Nat, Facilities Management Service; Doreen Lysiak and Tim Davis, Staff Nurses; Gail Mangan, Voluntary Service Assistant; and, Denise Vonderheid, Associate Director's Office, were deployed to various areas in Louisiana and Texas. The mobile clinic was also deployed to provide care to survivors of Hurricane Katrina.

The Medical Center also welcomed two VA employees from New Orleans VA Medical Center who were displaced because of Hurricane Katrina. Ysonde Hobbs, CRNP; and Kathy Malek, RN, were assigned to our Office of Performance Improvement until they were able to return to Louisiana.



Mr. Moore, Cameron Moore, President and CEO, N.E. PA Alliance; George Bath, VISN 04 Network Contract Manager; Congressman Kanjorski; and, Gary Travinsky.

DESIGN/BUILD CONTRACT AWARDED TO DISABLED VETERAN-OWNED BUSINESS -

Congressman Paul E. Kanjorski highlighted the success of a federal program that allows disabled veterans to be awarded sole-source contracts by the federal government at a press conference at the Medical Center. Congressman Kanjorski was joined by Gary Travinski, a disabled veteran whose company, Gary Travinski Associates, was contracted to do work at the Wilkes-Barre VAMC and subsequently other centers around the state. Gary Travinski Associates, a Larksville-based engineering firm, was awarded \$500,000 contract to design and oversee construction management of turnkey renovations to the Wilkes-Barre VA Medical Center's HVAC system.



Shown in photo are: Joseph Kelsey, Housekeeping Aid; Andrea McCall Nursing Assistant; Secretary Nicholson; Elizabeth Ryan Nursing Assistant; and Mr. Moore.

DEPARTMENT OF VETERANS AFFAIRS SECRETARY VISITS MEDICAL CENTER -

Secretary of Veterans Affairs R. James Nicholson was the keynote speaker at King's College commencement ceremony in May. Following the ceremony he paid a surprise visit to the Medical Center. Secretary Nicholson visited the Emergency Room area, 4 East, Nursing Home Care Units, and the Intensive Care Unit. He was very impressed with the staff and asked questions regarding the nursing home criteria, PTSD, acute care, and services to returning OIF/OEF veterans. The Secretary expressed his appreciation to our staff for their commitment to veterans' care.

The Secretary returned to the Medical Center in July with Senator Rick Santorum to present medals to

area WWII and Korean war veterans. He also paid tribute to employees who served in Operations Iraqi Freedom and Enduring Freedom.

HEALTH CARE FOR HOMELESS VETERANS (HCHV) - The Commission on Economic Opportunity (community agency) and the Wilkes-Barre VA Medical Center have a partnership in addressing the needs for Transitional Housing for our Homeless Veterans. We have six apartments on campus and we are adding an additional eight apartments in Building 8 in the near future.

During FY 05, our (faith based) Grant and Per Diem provider Victory House of Lehigh Valley of Bethlehem, was recently awarded a grant in the amount of \$363,025.00 which will be used to renovate this program and add 15 additional beds. In addition, the expansion will provide more office space to provide classes on anger management. The space will also be utilized by other community agencies in providing educational classes for job preparation and placement.

VOLUNTEERS



NEW SENSORY THERAPEUTIC GARDEN

- A ribbon cutting ceremony was held on May 25th for the new Sensory Therapeutic Garden in the Nursing Home Care Unit Courtyard. The therapeutic garden was made possible through the generosity of community donors. It was designed for the sensory needs of nursing home residents and for their outdoor enjoyment.

Colorful plants, soothing sounds, a garden swing, rocking chairs, and butterflies will fill the garden. Benefits for nursing home residents are many and include stress reduction, a calming affect, and facilitation of reminiscing and happy memories.



A volunteer is a person who believes that people can make a difference -- and is willing to prove it. ~Anonymous



During FY 2005, our dedicated volunteers donated **90,790 hours** of their time. They continually brighten our patients' lives and play a very important role in the Medical Center's goal to provide the best possible medical care and service to our patients. We had 1,117 regularly scheduled volunteers and 1,170 occasional volunteers for the year...a total of **2,857 volunteers!**



VA MEDICAL CENTER

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The Wilkes-Barre VA Medical Center Healthcare System also provides healthcare services at the following locations:

Allentown Outpatient Clinic

3110 Hamilton Blvd
Allentown, PA 18103
(610) 776-4304
Toll Free 1-866-249-6472

Northampton County Outpatient Clinic

Phoebe Slate Belt Nursing Home
& Rehabilitation Center
701 Slate Belt Boulevard
Bangor, PA 18013-9341
(610) 599-0127

Schuylkill County Outpatient Clinic

Good Samaritan Medical Center
700 E. Norwegian St.
Pottsville, PA 17901
(570) 621-4115

Williamsport Outpatient Clinic

Campus of Divine Providence Hospital
Wenner Bldg. 3rd Floor, Suite 304
1705 Warren Ave.
Williamsport, PA 17701
(570) 322-4791

Columbia County Outpatient Clinic

Alley Medical Center
301 West Third Street
Berwick, PA 18603
(570) 759-0351

Sayre Outpatient Clinic

301 North Elmira St.
Sayre, PA 18840
(570) 888-6803

Tobyhanna Outpatient Clinic

Tobyhanna Army Depot
Building 220
Tobyhanna, PA 18466
(570) 895-8341

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Wilkes-Barre VA Medical Center Senior Management Team

Roland E. Moore

Director

C. Gene Molino

Associate Director

Yvonne Bohlander

Quality Manager

William Grossman, MD

Chief of Staff

Linda Stout

Nurse Executive

Vincent L. Riccardo, Jr.

Public Affairs Officer



Diamond Jubilee



Commemorating 75 Years of Service



*July 21, 2005 - July 20, 2006
Department of Veterans Affairs
Celebrates 75th Anniversary*

55th Anniversary Wilkes-Barre VA Medical Center



1950 - 2005



DEPARTMENT OF VETERANS AFFAIRS
MEDICAL CENTER
1111 EAST END BOULEVARD
WILKES-BARRE, PENNSYLVANIA 18711-0026

Official Business

Penalty for Private Use \$300